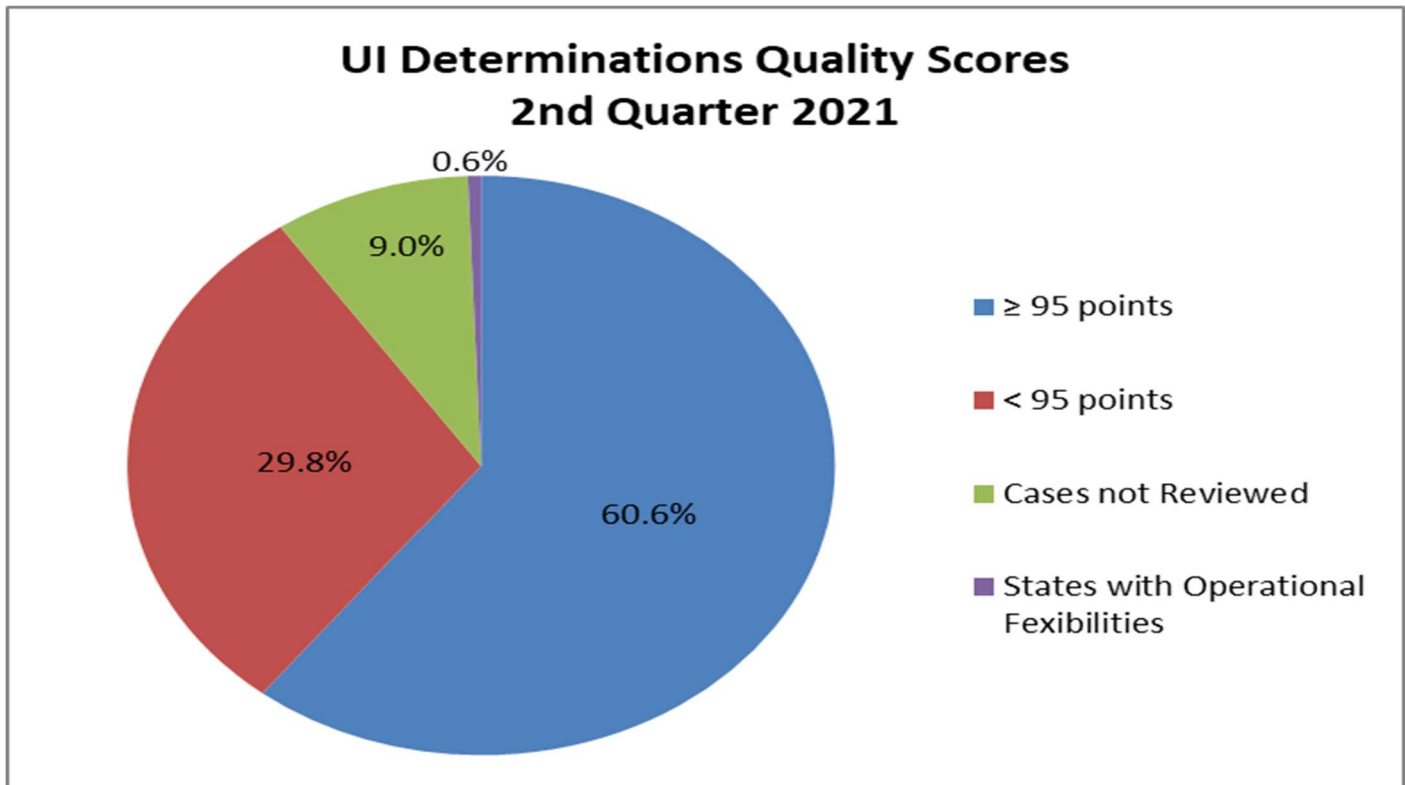


Unemployment Insurance (UI) Nonmonetary Determinations

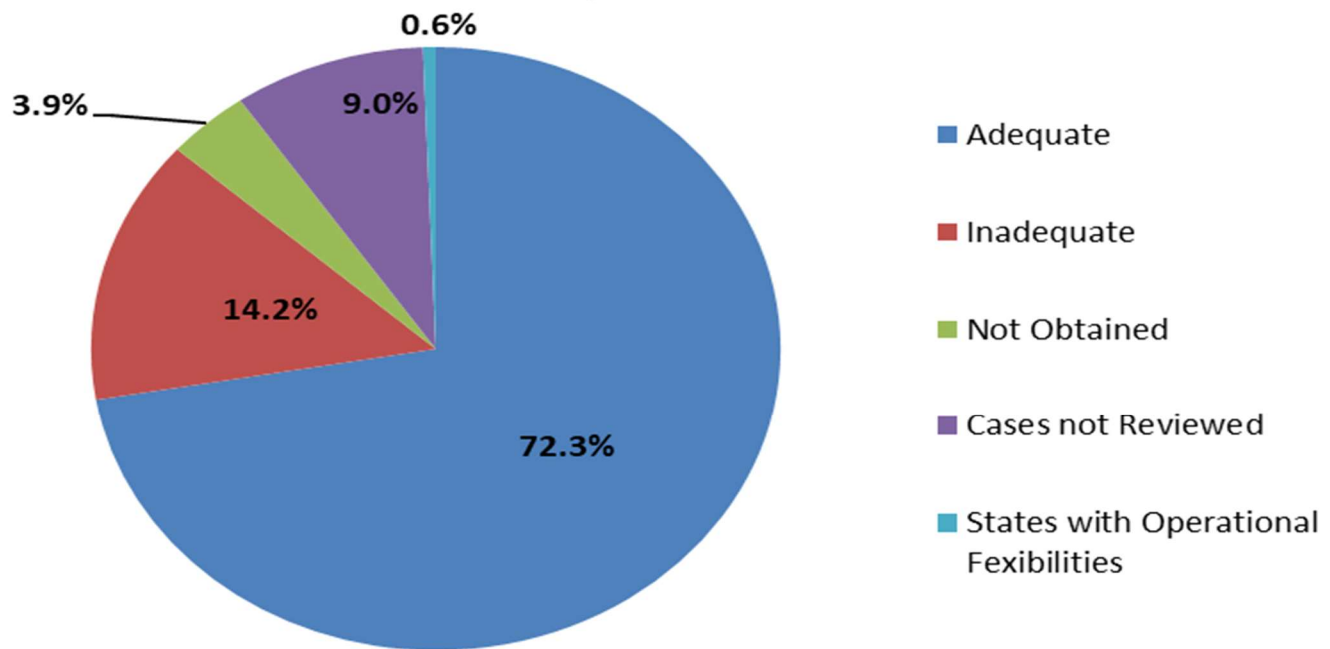
2nd Quarter of 2021

Quality



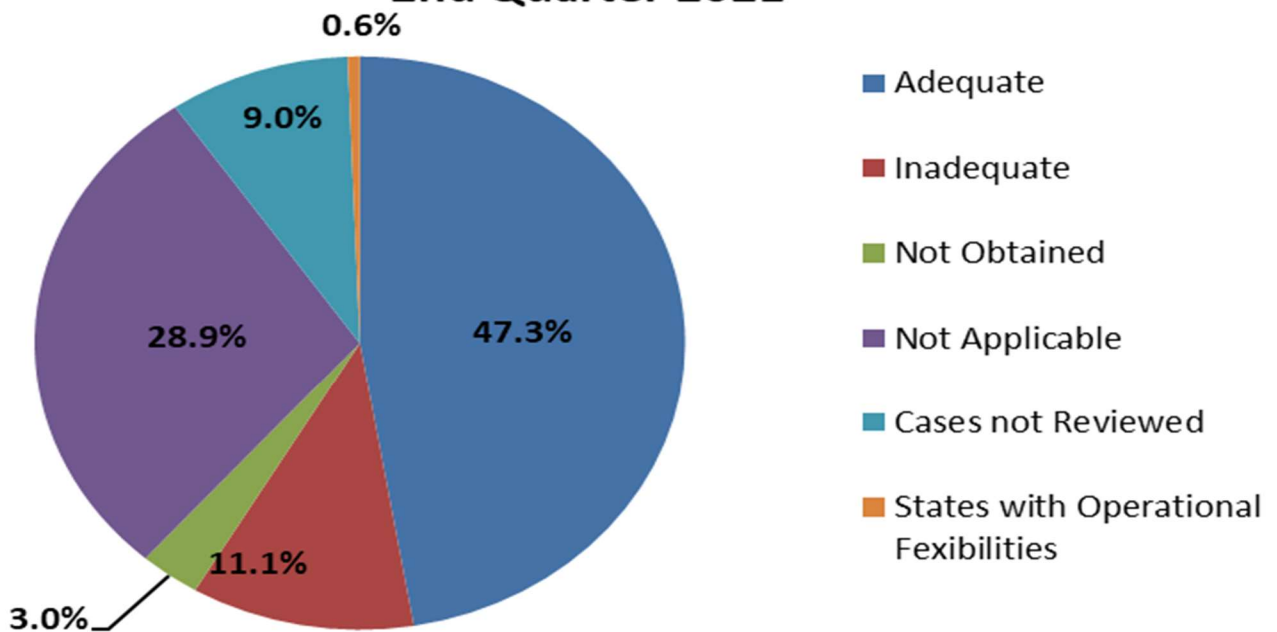
In the 2nd quarter of 2021, 60.6% of the nonmonetary determinations sampled and reviewed for quality passed validation with 95 or more points out of 100, and 29.8% failed to meet that standard.

Quality of Claimant Information in Determinations 2nd Quarter 2021



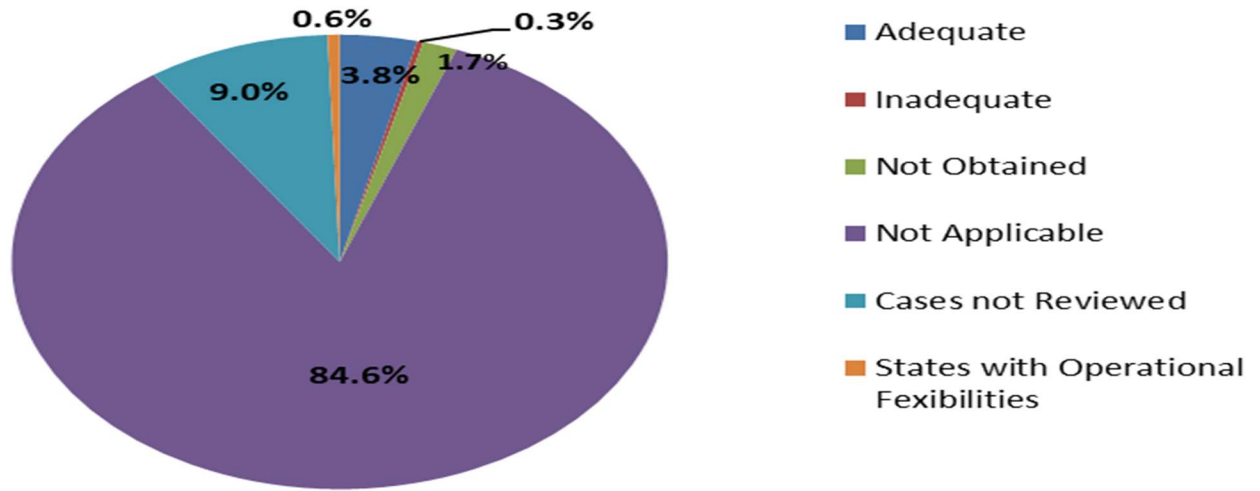
In the 2nd quarter of 2021, the quality of claimant information was adequate for 72.3% of the nonmonetary determinations sampled and reviewed.

Quality of Employer Information in Determinations 2nd Quarter 2021



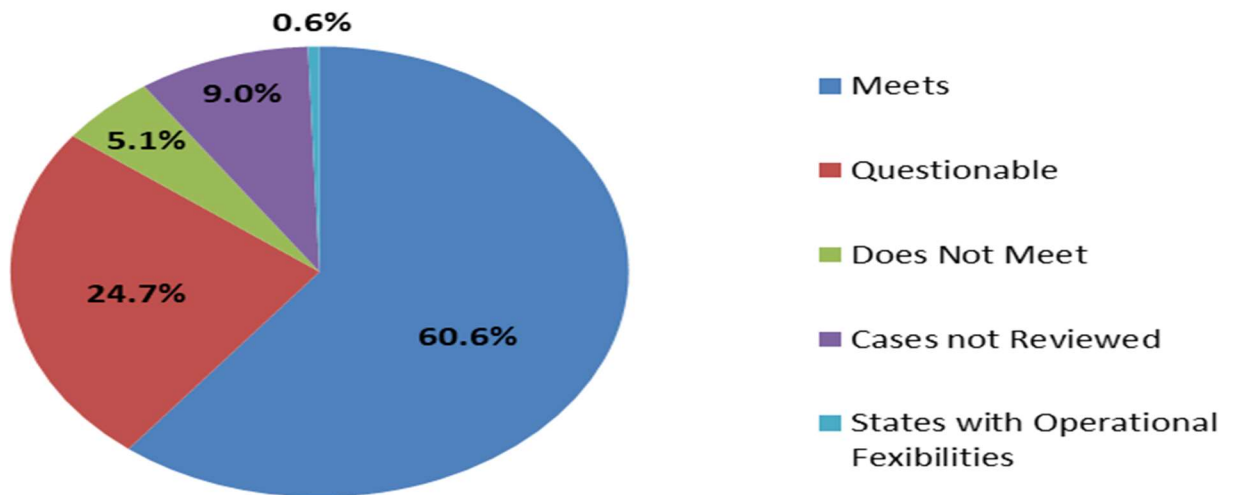
In the 2nd quarter of 2021, the quality of the employer information was adequate for 47.3% of the nonmonetary determinations sampled and reviewed.

Quality of Information/Facts from Others in Determinations 2nd Quarter 2021



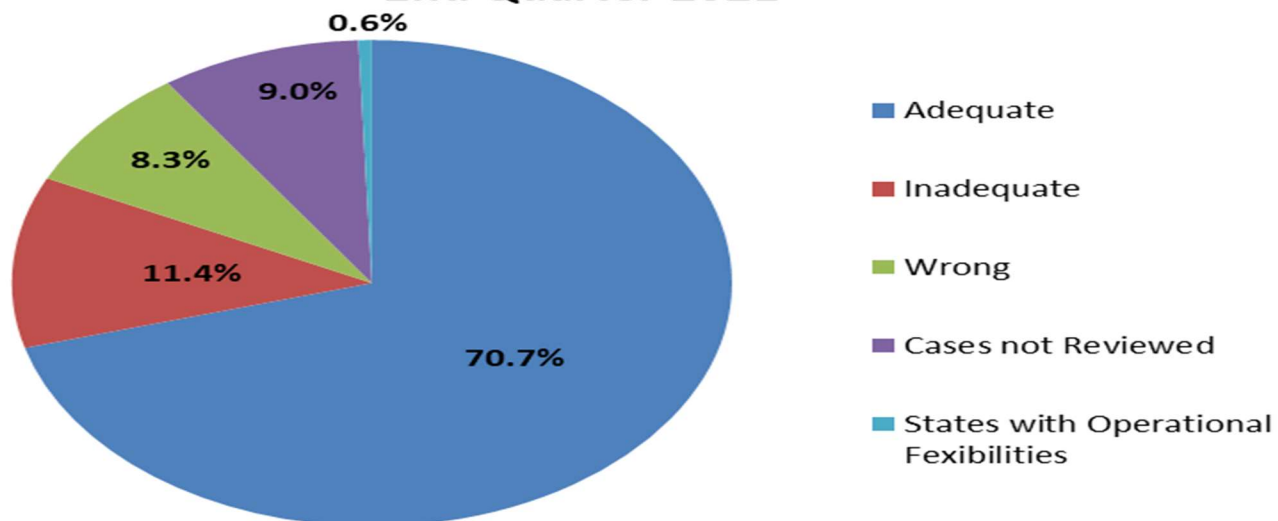
In the 2nd quarter of 2021, the quality of the information and facts obtained from others (for example labor unions, private employment agencies, employer representatives) was adequate for 3.8% of the nonmonetary determinations sampled and reviewed.

Quality of Law/Policy in Determinations 2nd Quarter 2021



In the 2nd quarter of 2021, the quality reviews concluded that 60.6% of the nonmonetary determinations sampled met the standards for the application of law and policy. A nonmonetary determination meets the standard if “all relevant and critical facts were obtained or a reasonable attempt was made to obtain them and the nonmonetary determination is clearly correct.” (ET Handbook 301, *UI Performs: Benefits Timeliness and Quality Nonmonetary Determinations Quality Review*)

Quality of Written Determinations 2nd Quarter 2021



In the 2nd quarter of 2021, the quality of the written determination was adequate for 70.7% of the nonmonetary determinations sampled and reviewed.

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